Amendments To Claims

1. (Currently Amended) A method for predicting parts needed for a repair, comprising ~~the steps of~~:

determining an expected waste for a set of parts of a product that may be replaced during a repair of the product in response to a repair history for the product;

~~selecting~~ determining the parts having a lowest expected waste ~~for the repair~~.

2. (Currently Amended) The method of claim 1, further comprising ~~the step of~~ identifying a set of symptoms associated with the product.

3. (Currently Amended) The method of claim 2, wherein ~~the step of~~ determining an expected waste comprises ~~the step of~~ determining the expected waste in response to the symptoms.

4. (Currently Amended) The method of claim 1, wherein ~~the step of~~ determining an expected waste includes ~~the step of~~ determining a waste which is caused by unnecessarily sending a part to a repair site.

5. (Currently Amended) The method of claim 1, wherein ~~the step of~~ determining an expected waste includes ~~the step of~~ determining a waste which is caused by not sending a needed part to a repair site.

6. (Currently Amended) The method of claim 1, wherein ~~the step of~~ determining the expected waste includes ~~the step of~~ analyzing ~~a repair~~ the repair history for the product.

7. (Currently Amended) The method of claim 6, wherein

~~the step of~~ analyzing ~~a repair~~ the repair history includes ~~the steps~~:

determining a number of times that each part was under-predicted;

determining a number of times that each part was over-predicted;

determining a number of times that each part was correctly predicted.

8. (Currently Amended) The method of claim 7, wherein ~~the step of~~ determining an expected waste includes ~~the step of~~ combining the numbers of times with a cost associated with under-predicting the parts and a cost associated with over-predicting the parts.

9. (Currently Amended) The method of claim 8, further comprising ~~the step of~~ determining the costs.

10. (Currently Amended) The method of claim 9, wherein ~~the step of~~ determining the costs includes ~~the step of~~ determining an average of the costs.

11. (Currently Amended) The method of claim 1, wherein ~~the step of selecting~~ determining the parts comprises ~~the step of~~ selecting the parts to be sent on an on-site repair.

12. (Currently Amended) The method of claim 1, wherein ~~the step of selecting~~ determining the parts comprises ~~the step of~~ selecting the parts for which training of call qualifiers is to be upgraded.

13. (Currently Amended) The method of claim 1, wherein ~~the step of selecting~~ determining the parts comprises ~~the step of~~ selecting the parts for which a flag is to be

provided to call qualifiers.

14. (Currently Amended) The method of claim 1, wherein ~~the step of selecting~~ determining the parts comprises ~~the step of~~ selecting the parts which are to be stocked in a repair vehicle.

15. (Currently Amended) The method of claim 1, further comprising ~~the step of~~ determining which products are least desirable to support based on the expected wastes.

16. (Currently Amended) The method of claim 1, further comprising ~~the step of~~ determining which personnel to target for additional training based on the expected wastes.

17. (Currently Amended) An apparatus for predicting parts needed for a repair, comprising:

means for determining an expected waste for a set of parts of a product that may be replaced during a repair of the product in response to a repair history for the product;

means for ~~selecting~~ determining the parts having a lowest expected waste ~~for the repair~~.

18. (Original) The apparatus of claim 17, wherein the means for determining an expected waste comprises means for determining the expected waste in response to a set of symptoms.

19. (Original) The apparatus of claim 17, wherein the means for determining the expected waste includes means for analyzing a repair history for the product.

20. (Original) The apparatus of claim 19, wherein the

means for analyzing a repair history comprises:

means for determining a number of times that each part was under-predicted;

means for determining a number of times that each part was over-predicted;

means for determining a number of times that each part was correctly predicted.

21. (Original) The apparatus of claim 20, wherein the means for determining an expected waste includes means for combining the numbers of times with a cost associated with under-predicting the parts and a cost associated with over-predicting the parts.

22. (New) A system for predicting parts needed for a repair, comprising:

repair history that includes information pertaining to a set of parts used in a set of prior onsite repairs;

cost data that includes a set of costs associated with predicting the parts for use in the repair;

metric calculator that determines a waste metric for each part in response to the repair history and the cost data such that the waste metrics enable a selection of the parts having a lowest expected waste for the repair.

23. (New) The system of claim 22, wherein the metric calculator determines the waste metrics by determining a number of times that each part was under-predicted and a number of times that each part was over-predicted and determining a number of times that each part was correctly predicted.

24. (New) The system of claim 22, wherein the metric calculator determines the waste metrics in response to a set of symptoms associated with the repair.

25. (New) The system of claim 22, wherein the repair history that includes an identification of the parts sent to repair sites in the prior onsite repairs and a list of the actual parts needed in the prior onsite repairs.

26. (New) The system of claim 22, wherein the cost data includes a set of costs associated with over-predicting the parts and a set of costs associated with under-predicting the parts.

27. (New) The system of claim 22, wherein the metric calculator determines a waste metric for a plurality of sets of parts such that the waste metrics enable a selection of the sets of parts having a lowest expected waste for the repair.